

TRANSITION GUIDE

DELAWARE PASSPORT TO INDEPENDENCE



"Transitioning from a nursing home into independent living in the community is a new beginning."

- an elderly nursing home resident



Delaware Health and Social Services
Division of Services for Aging and Adults with Physical Disabilities

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In Appreciation

The Delaware Passport to Independence Program extends its sincere gratitude to the case management staff of the Division of Services for Aging and Adults with Physical Disabilities for their invaluable contributions to the contents of this publication.

We also appreciate and value the ongoing counsel and assistance of important stakeholders in this project, including representatives of nursing homes, consumers, advocates, members of the Grant Oversight Committee and our collaborating partners.

This guide was prepared to explain the Delaware Passport to Independence Program, the services available through the transition process, and to help participants and their families identify social service agencies and other resources.

I invite you to contact me if you have any questions about this innovative community-based program.

Sincerely,

Victor Orija
Project Manager
Delaware Passport to Independence.

MISSION AND VISION DELAWARE HEALTH AND SOCIAL SERVICES

Mission Statement

“To improve the quality of life for Delaware’s citizens by promoting health and well-being, fostering self-sufficiency, and protecting vulnerable populations.”

Vision Statement

“Together we provide quality services as we create a better future for the people of Delaware.”

Priorities:

- Maximize personal and family independence
- Be a self-correcting organization working to retool to keep pace with changing client needs and a changing service delivery environment

Goals:

Delaware Health and Social Services will:

- Be customer service focused.
- Be driven by a shared vision.
- Communicate effectively, both internally and externally.
- Live its Beliefs and Principles and Management Principles.
- Function as an integrated organization which partners with outside organizations to improve the quality of services provided to our clients.

DELAWARE PASSPORT TO INDEPENDENCE

The Delaware Passport to Independence is a federally funded pilot project led by Delaware Health and Social Services' Division of Services for Aging and Adults with Physical Disabilities (DSAAPD). The overall goal of the Delaware Passport to Independence Program is to identify, inform and assist nursing home residents, especially those who are Medicaid-eligible, who want to transition into the community. The Delaware Passport to Independence Program provides individualized case management to accomplish this goal.

Delaware Passport to Independence (DPI)

Division of Services for Aging and Adults with Physical Disabilities
1901. N. Dupont Hwy. (Main Annex)
New Castle, DE 19720
800-223-9074 (voice)
302-255-4445 (fax)
E-mail: DSAAPDinfo@state.de.us
Internet web site: www.dsaapd.com

Collaborating partners include:

Freedom Center for Independent Living

3 East Main Street
Middletown, DE 19709
302-376-4399 or 1-866-OUR-RIGHTS
302-376-4395 (fax)

Independent Resources, Inc.

Two Fox Point Center
Suite 100
6 Denny Road,
Wilmington, DE 19809
302-765-0191 (Voice)
302-765-0194 (TTY)
302-765-0195 (fax)

MEDICAID

Medicaid is a means-tested, federal/state, individual entitlement program in which states can choose to participate or not. States that participate receive federal matching funds to cover 50 to 90% of the cost of care for specified mandatory and optional groups of eligible persons. The federal match rate depends on the per capita income of the state in comparison to the national per capita income. The lower the state's per capita income, the higher the federal match rate. Most State Medicaid programs do not cover benefits or groups for which federal matching funds are not available, although they have the option to do so. (Schneider and Fennel, 1998; Title XIX of the Social Security Act)

COVERED SERVICES

To receive federal matching funds, states offer the following basic services to qualified persons within the “categorically needy” population (e.g., low-income families with children, SSI recipients, Medicaid-eligible pregnant women and infants, children meeting particular age and income requirements, and certain Medicare beneficiaries):

- inpatient and outpatient hospital services;
- physician services;
- medical and surgical dental services;
- nursing facility services for adults aged 21 or older;
- home health care for persons eligible for nursing facility services;
- family planning services and supplies;
- ambulatory services offered by rural health clinics that are covered under the state plan
- nurse-midwife services; and
- early and periodic screening, diagnosis, and treatment (EPSDT) services for persons under 21.

Federal matching funds are also available to states choosing to cover other optional services, which may include:

- clinic services;
- nursing facility services for individuals under age 21;
- intermediate care facility/mental retardation services;
- optometrist services and eyeglasses;
- prescribed drugs;
- TB-related services for persons with TB infection;
- prosthetic devices;
- dental services;
- home and community-based care waiver services including case management, personal care, respite care, adult day health, homemaker/home health aide, rehabilitation, and other State requested, HCFA-approved services; and medical services for women with breast or cervical cancer or precancerous conditions.

(HCFA: www.hcfa.gov/medical/mservice.htm) HCFA is now CMS (Center for Medicare and Medicaid Services).

States choosing to cover a “medically needy” population (i.e. with income exceeding “categorically needy” limits who may “spend down” to Medicaid eligibility under the State’s Medicaid plan by incurring medical and/or remedial care expenses) must provide the following services to these individuals:

- prenatal care and delivery for pregnant women;
- ambulatory services for children under age 18 and for individuals entitled to institutional services;
- home health services for individuals entitled to nursing facility services; and
- institutional or intermediate services for persons with mental illness or mental retardation that are covered under the state plan.

SERVICE OPTIONS

For persons who wish to remain in the community or to relocate from a nursing facility to the community, the Medicaid Home and Community Based Waivers may be a primary source of support and service. The Waivers are intended to provide a cost-effective alternative to nursing facility care for persons who have been determined to be Medicaid nursing home eligible.

Individuals who are seeking Waiver services must be determined both medically and financially eligible for Medicaid Long Term Care services (i.e. nursing home care), must be in need of the services offered through the Waiver, and must be able to be maintained safely in the community. In Delaware, there are currently two Waivers in operation that provide alternatives to nursing facility care.

The first Waiver, the Home and Community Based Waiver for the Elderly and Disabled, serves individuals eighteen years of age and older who are seeking services that will support their living in their own home. This Waiver offers five services provided by Medicaid Waiver contractors. The service needs are determined through a client assessment process by an RN and case manager from the Division of Services of Aging and Adults with Physical Disabilities (DSAAPD). The services available are:

- Personal Care – This service provides assistance with bathing, dressing, etc. through licensed home health care agencies. Light housekeeping can also be provided to persons who require assistance with personal care.
- Adult Day Care – This service provides social and recreational support in licensed adult day care centers.
- Emergency Response System – This service provides a button or voice activated device that can be used to summon help in an emergency through the individual’s telephone.

- Respite Care – This service provides in-home or short term nursing facility care for caregivers who need a respite.
- Equipment and Supplies – This service covers selected equipment and supplies beyond the normal Medicaid limit.

The second Waiver, the Home and Community Based Waiver for Assisted Living provides an alternative for persons eighteen years of age and older who are seeking community-based services but who may be seeking a different setting than their home. This Waiver offers one service:

Assisted Living Care- This service is offered in a licensed assisted living facility; individuals pay their own room and board and Medicaid pays for the assisted living services, which includes services such as personal care and assistance with medications.

In order to live successfully in the community, even those individuals who receive Waiver services, may need additional support from family, friends and other types of community based services.

Each Waiver has a set, unduplicated number of individuals who can be served each year. If that number has been reached, individuals are placed on a waiting list. Currently, neither Waiver has a waiting list.

ELIGIBILITY PROCESS

A. Persons who Are Not Currently Medicaid Nursing Home Eligible

To start the referral process, individuals or their families should call the Division of Services for Aging and Adults with Physical Disabilities (DSAAPD). An intake worker will ask for basic information such as name, address, and date of birth, medical information and services requested.

Individuals who are seeking home and community-based services will be assigned to a case manager who will call to schedule an appointment for a home visit. During the home visit, the case manager will complete an assessment. The case manager will ask questions to help determine:

- Abilities and care needs;
- Income and resources;
- Supports, both formal and informal;
- Preferences for care and services.

The case manager will then discuss service options with the individual. These may be the Waivers, other services provided by the Division or by other Divisions and by community agencies.

If an individual decides they are interested in the Waivers, the case manager will make a referral to DSAAPD's RN, who determines medical eligibility and to the Division of Social Service's (DSS) social worker, who determines financial eligibility.

The DSAAPD RN will also schedule a home visit with the individual to complete an assessment. The RN will ask questions to help determine:

- Health history;
- Medical status;
- Mental status;
- Abilities and care needs.

The RN will ask for a release to obtain additional medical information from the individual's primary physician as well as any other medical information that may be needed to determine medical eligibility. During this process the DSAAPD RN and case manager will also determine if the individual meets the program criteria: the individual is in need of the Waiver services and the individual can be maintained safely in the community.

While the RN is gathering and reviewing this information, the DSS social worker will contact the individual to arrange an interview to review the individual's financial status. Individuals will be asked to complete an application identifying income and resources and will be asked to provide documentation as well.

Individuals who are determined to be both medically and financially eligible for the Waivers and meet the program criteria are then referred back to the DSAAPD case manager to complete the opening paperwork and make arrangements for services. The case manager will complete a home visit at this time. If an individual is seeking services through the Assisted Living Waiver, they will have ninety days to obtain a placement.

The time frame for completing this process will vary from individual to individual and be dependant on the schedule of the individual, the DSAAPD and DSS staff, the physicians, etc. Generally, the process will take at least three months.

B. Persons Who Are Currently Medicaid Nursing Home Eligible

Individuals who are currently residing in a nursing facility and are participating in the Medicaid Program (i.e. Medicaid is paying for the nursing facility care) have already been determined to be medically and financially eligible for the Waiver.

In order to be admitted to the Waiver, DSAAPD will need to meet with the individual prior to discharge and determine if the individual is in need of Waiver services and can be maintained safely in the community. These activities **MUST** occur before discharge from the nursing facility:

- The DSAAPD case manager will discuss the Waiver with the individual to assure the indi-

vidual has a full understanding of the differences between the care provided in a nursing facility and the care available through the Waivers.

- The DSAAPD RN will need to re-confirm the individual's level of care and obtain necessary medical information.
- A visit to the home with the individual may be necessary prior to discharge.
- The DSS social worker may need to complete a financial re-determination.
- The DSAAPD case manager will need to complete required paper work and arrange for services.

It is critical that Waiver services be approved and arranged for prior to discharge, as for many individuals, Medicaid eligibility and services will terminate upon discharge from the nursing facility.

Additionally, before leaving the nursing facility, there are many arrangements that must be made prior to discharge in order to assure basic services are in place. It is critical that these arrangements be made prior to discharge. These are detailed further in the Transition Guide. Individuals MUST coordinate with the nursing facility discharge planner, DSAAPD, DSS and other community agencies in order to assure that all their transition needs will be met.

WAIVER ADMISSION

Individuals opening in the Waivers will be asked to sign a number of documents.

- Each individual must sign a form indicating they have been offered the option of nursing facility care or home and community based care.
- Individuals will be asked to sign an awareness or participation form for each Waiver that discusses Waiver rules and individual responsibilities
- Individuals will be asked to sign a Care Plan identifying service to be provided through the Waivers. In assisted living, this is the Service Agreement.

Individuals will be sent a form (Advanced Action Notice) confirming the Waiver opening. This form will also outline the individual's grievance rights.

On-Going Services

In the first year of the Waiver, individuals will receive quarterly visits from the DSAAPD case manager and the RN. They will be reviewing care needs and assuring that the Waiver services continue to be appropriate. DSAAPD MUST be notified of any hospitalization and the RN will visit at that time to re-confirm medical eligibility and that the services continue to be appropriate.

Formal re-determinations occur annually and at that time updated information will be requested from the physician.

After the first year of the Waiver, the DSAAPD case manager or RN may visit less frequently depending on individual needs and situations.

Role of the Nursing Home Discharge Team during a transition process:

When a nursing home resident is to transition, it is the responsibility of the Nursing Home Discharge Planning Team to:

- (i) Coordinate initial discharge efforts prior to a transition from the nursing home.
- (ii) Communicate and coordinate efforts with DSAAPD Case Management staff and/or any Intensive Case Management provider involved with the transition.

Role of the Intensive Case Management Provider (If applicable) during a transition process:

When a nursing home resident is to transition, it is the responsibility of the Intensive Case Management Provider to:

- (i) Communicate and coordinate all efforts with the Nursing Home Discharge Planning Team.

Communicate and coordinate all efforts with DSAAPD Case Management staff during the transition and until transition is considered successful and the case is handed back to DSAAPD Case Management staff.

DELAWARE PASSPORT TO INDEPENDENCE TRANSITION PROCESS

Note: Different from the REGULAR process.

1. Outreach and Education about community options to nursing home staff, resident, family and support.
2. Resident expresses interest in transitioning.
3. Resident is assessed by the assessment team. (Jewish Family Service)
4. Resident's Individual Service Plan (ISP) is developed by Jewish Family Service and forwarded to DSAAPD for review. DSAAPD's Community Service Program is provided with the assessment and service plan.
5. Resident is presented with a list of Intensive Case Management providers from which resident chooses a provider.
6. Resident is referred to the Case Management provider of choice.
7. Provider conducts intake of resident.
8. *Six weeks before client moves to the community, the Case Management provider makes a formal referral to DSAAPD for a Waiver. Supervisor places name on the HCBS waiting list and CM and RN assigned.

9. If DSS has verified financial eligibility, DSAAPD staff will, within the 6-week window, visit client in nursing home to re-confirm LOC/program eligibility, and assess the Waiver services. CM Provider will also meet with client and DSAAPD to discuss expectations and clarify services.
10. Provider continues to work with resident to establish a successful community transition.
11. Provider notifies DSAAPD CM of date client plans to move into the community. DSAAPD will need to arrange for services. This may influence the actual “move” date.
12. Once client moves into the community, DSAAPD CM visits and opens the E & D Waiver. (If assisted living placement, a service agreement will have been done before client transitions to assisted living).
13. Provider monitors transition to ensure success.
14. Program Evaluation team will interview transitioned resident at two intervals.
15. IF and WHEN transition is deemed complete and successful, DPI’s provider turns over case management to DSAAPD.

NOTE: IT IS POSSIBLE THAT A TRANSITION MAY BE DISCONTINUED, OR DEEMED UNSUCCESSFUL FOR MEDICAL OR OTHER REASONS.

TRANSITION CONSIDERATIONS

As you consider the transition from living in a nursing home to living in the community, you will need to think about, and be prepared to deal with issues listed below. Nursing home staff and staff at other agencies will be willing to help as appropriate.

Independent Living Skills

You may need to acquire some living skills to achieve your transition. This may include skills such as managing your finances, nutrition, how to be a better advocate, decision making, etc.

The Independent Resources, Inc. in Wilmington, Delaware, and the Freedom Center, Middletown, Delaware offer skill workshops for independent living. Both are centers for independent living. In addition, the Division for Services for Aging and Adults with Physical Disabilities offers workshops in fraud prevention, wellness etc.

Money Management

Living independently requires attention to financial matters and the necessity to establish and live within a monthly budget. The Division of Services for Aging and Adults with Physical Disabilities and Centers for Independent Living in the state can help you with developing skills on how to manage your money, as well as acquire skills on how to use banking services. When you are ready to leave the nursing home and move into the community, you will need to get your SSI and/or SSDI checks sent to a bank of your choosing. You will need to call your local Social Security Administration office to get this done.

Health Care

You will also have to get your Medical Assistance or Medicare account set up. You can discuss how to accomplish this with the nursing home discharge planner/social worker. Also, you will need to meet with your doctor within days after you have transitioned.

This will ensure the continuation of your services. Just prior to leaving the nursing home, and if you are Medicaid eligible, you may be able to get the needed medical equipment. Please discuss this with the nursing home discharge planner/social worker. If you need any assistive technology, please indicate to them as well.

There are agencies that will give and/or loan you equipment. Contact the Lions Club or other service organizations in your area.

Food

Your Individual Service Plan must stipulate who will help with your meals. Meals-on-Wheels is available statewide if you need their services at 1-800-62-MEALS.

Anyone under the age of 60 years should call DSAAPD for determination of program eligibility. There could be a waiting list.

Personal Response System

Lifeline is a service that provides a personal response system. It consists of a button that you can wear around your neck. In the event of an emergency (24/7/365) you push the button, and Lifeline will contact the person(s) that you have designated to come to your aid. There may be a small fee for this service. Lifeline can be reached at 1-800-543-3546. There may be other agencies in your community that offer this service.

Furniture

The transition staff or your local Center for Independent Living can help you to secure furniture. This could come from donations, or from local agencies such as Goodwill, Salvation Army, Catholic Charities, or private donors.

Security Deposit

If you are going to live in subsidized housing, you will most likely need to pay a security deposit. You may also need to pay a deposit for utilities such as telephone and gas and electricity.

Generally, housing security deposits are determined at fair market value. This means that you have to pay as the security deposit, the full, unsubsidized amount of rent.

The First Month

In addition to paying the security deposit and first month's rent up front, you may also be required to pay a deposit for utilities. In addition, you may need to get furniture and food. If you use medications, you will have to make arrangements to get them independently as the nursing home facility will no longer provide them once you move out. Please discuss your medication needs with the discharge planner/social worker and doctor prior to leaving the nursing home.

You may not get your SSI and/or SSDI checks for a month or so after you leave the nursing home. Also, if you leave the nursing home during the month, the nursing home may keep your check for that month.

Please communicate well in advance your intention to move to everyone that will be involved in your transition process. This may minimize any delay or inconvenience.

Credit Repair / Criminal History

If you have poor or bad credit, you may need to have it repaired. You may want to review your credit history to see if there are any issues you need to address. For a free credit report, contact Equifax (1-800-685-1111) or TransUnion (1-800-916-8800). Sometimes, a Center for Independent Living or Community Legal Aid may help you contact the appropriate agency as you attempt to repair a history.

If you have ever been convicted of a crime, a private landlord may deny renting to you. However, some people can advocate on your behalf with the landlord. You may want to contact prisoner's rights organizations in your community. If you have been convicted of murder, trafficking in Methamphetamine and/or pedophilia, you will be denied from ever receiving a Housing Choice voucher or from living in publicly subsidized housing.

Housing and Accessibility

Affordable and accessible housing may be difficult to obtain. In some cases, you may have to be placed on a waiting list after you have submitted an application for housing.

If you use a wheelchair or other equipment, your apartment or house will need to meet some dimensions for you to be able to access your housing, or use your wheelchair to function. Your housing must be accessible at a ground level without steps. The bathroom will need a grab bar and shower roll chair.

Discuss your needs as soon as you decide to seek housing.

TRANSITION CHECK-OFF LIST

Transition activities	YES	NO
1. Do you need Personal Care?		
2. Do you need Skilled Care?		
3. Do you need oxygen supplies?		
4. Do you need durable medical equipment or supplies?		
5. Have you arranged for a community physician to prescribe your medication?		
6. Have you identified a Pharmacy / Drug Store for purchase or delivery of your medication(s)?		
7. Have you confirmed eligibility for home services and made arrangement for service provision?		
8. Have you notified Social Security as to change of address?		
9. Have you made arrangements for food as needed (Food Stamps/Meals-On-Wheels)?		
10. Have you received or set up transportation training?		
11. Has a Disability Advocate been notified of your transition to the community?		
12. Have you located residence?		
13. Have you arranged for gas, heat, and electricity?		
14. Have you arranged for telephone service?		
15. Have you arranged for cable service?		
16. Have you arranged for desired furniture?		
17. Have you arranged for utensils-pans, dishes, pot, and cups?		
18. Have you arranged for blankets, sheets, pillows, etc?		
19. Have you arranged to stock your pantry for food?		
20. Have you arranged to get your medications? Note: During transition, you may NOT be able to get your supplies for few weeks.		
21. Have you identified residence accessibility issues?		
22. Have you made backup plans in case of emergencies OR gaps in service provisions?		

HOUSING

Steps to Housing Assistance

Step One:

- * Contact your local housing authority for an application.

Step Two:

- * Complete the application and submit to housing authority.

Step Three:

- * You will be placed on a waiting list with others who have submitted applications.

Step Four:

- * The-housing authority will determine your eligibility for the subsidized housing program.

Step Five:

- * You will receive a housing choice /section 8 voucher, if it is determined that you are eligible for the voucher.

IMPORTANT:

Your voucher expires after 60 days. Should it expire before you find a home, you will have to reapply, and start the process over again.

Housing and Urban Development (HUD)

U.S. Department of Housing and Urban Development
451 7th Street S.W., Washington, DC 20410
Telephone: 202-708-1112 TTY: 202-708-1455

U.S. Dept. of Housing and Urban Development
One Rodney Square
920 King Street, Suite 404
Wilmington, DE 19801
Phone: 302-573-6300
Fax: 302-573-6259
TTY: 302-573-6058

Public Housing Authorities

Delaware State Housing Authority

Application and Waiting List. 302-739-7416
Dover Housing Authority 302-678-1965
New Castle County (Section 8) 302-395-5624
Newark Housing Authority 302-366-0826
Wilmington Housing Authority 302-429-6703

EMERGENCY TELEPHONE NUMBERS

Delaware State Police

EMERGENCY 9-1-1

Non-emergency NEW CASTLE.....302-573-2800
Non-emergency KENT County302-739-4525
New Castle County Police.....302-573-2800
Dover (City) Police302-736-7134
Wilmington (City) Police302-573-5537
Kent/ Sussex County302-422-1562
Newark Police302-366-7711

Emergency Numbers-Crisis Intervention and Hotlines

AIDS Hotline 1-800-422-0429
CONTACT Delaware302-761-9100
Crisis Intervention, Suicide Prevention, Mental Health
.....302-577-2484
..... 1-800-652-2929
Delaware Coalition Against Domestic Violence 1-800-701-0456

Delaware Gambling Hotline 1-888-850-8888
Family Violence Hotline302-762-6110
.....302-422-8058
Hispanic Hotline302-228-5906 (8:00 am to 5:00 pm)
.....302-228-5904 (evenings, weekends, holidays)
Latin American Community Center302-655-7338
Mobile Crisis Unit 1-800-652-2929
Poison Information Hotline 1-800-722-7112
Rape Crisis302-761-9100
..... 1-800-262-9800

EMERGENCY RESPONSE SYSTEMS

An emergency response system is a device worn on your wrist or around your neck that can signal your need for immediate emergency help and/ or assistance from previously identified family members, neighbors, or your local 911-response team. The following companies offer installation and monitoring of ERS systems in your home or apartment. There is a one-time cost for installation and monthly costs to maintain the system. Call these companies for more specific information, including costs.

American Senior Safety Agency	1-888-473-2800
LifeAlert	1-800-475-7402
LifeAssure	1-800-685-5252
LifeLine	1-800-543-3546
Link To Life	1-800-338-4176
Medic Alert	1-800-985-4357
Sussex County Senior Services	302-854-2896

FRAUD PREVENTION

NEVER give your Medicare, Medicaid, or Credit card number to anyone other than service providers you know.

NEVER sign a blank form.

NEVER allow anyone to convince you that you require a service you may not need. Get a second opinion.

Better Business Bureau of Delaware, Inc. 302-230-0108

Department of Justice

Consumer Protection Unit 302-577-8600 or 1-800-220-5424

Insurance Department

Consumer Services 1-800-282-8611

Fraud Prevention 1-800-632-5154

Delaware Crime Stoppers 1-800-TIP-3333

Office of the Public Advocate

Carvel State Office Building — 4th Floor

820 French Street

Wilmington, DE 19801 302-577-5077

Kent County

640 Walker Rd., Dover, DE 19904 302-674-8500 or 1-888-607-2427

Sussex County

144 E. Market St., Georgetown, DE 19947 302-856-4112 or 1-888-607-2427

DELAWARE HELPLINE

(Voice and TDD accessible) 1-800-464-4357

Outside Delaware 1-800-273-9500

DEAF COMMUNICATION

These services can assist you in finding sign language, oral or tactile interpreter for persons who are deaf or hard of hearing.

Deaf Communication Services Inc.

PO Box 7004, Newark, DE 19714-7004
302-266-6877

Delaware Registry of Interpreters for the Deaf (DELRID)

302-761-9700

Office of the Deaf and Hard of Hearing

Delaware Division of Vocational Rehabilitation
302-761-8275 (V/ TTY)

If you need to call a person who uses a TTY, call Deaf Contact or the Delaware Relay Service. These services act as a facilitator for the two-way conversation. The operators use a TTY to express your message to the deaf person and verbally deliver the response back to the caller.

Deaf Contact

302-761-9700 or 302-674-3684

Delaware Relay Service 711 (V/ TTY) Universal access or 800-232-5470

Dogs for the Deaf (hearing dogs) 10175 Wheeler Road, Central Point, OR 97502
800-990-DOGS

Independence Dogs Inc. (service dogs) 146 State Line Road, Chadds Ford, PA 19317
(610)-358-2723

LEGAL SERVICES

These agencies can assist persons of low income with certain legal matters.

Community Legal Aid Society Inc.

100 W. 10th St., Suite 801 Wilmington, DE 19801
302-575-0660

Community Legal Aid Society Inc.

840 Walker Road, Dover, DE 19904
302-674-3684

Community Legal Aid Society Inc.,

144 E. Market Street Georgetown, DE 19947
302-856-0038

Delaware Volunteer Legal Services

P. O. Box 7306 Wilmington, DE 19803
302-478-8850 or 1-800-773-0606

Lawyer Referral Service

1225 N. King Street Wilmington, DE 19801
302-478-8850 or 1-800-773-0606

Legal Help Link (referral service)

302-478-8850

Legal Services Corp. of Delaware

100 W. 10th Street Wilmington, DE 19801
302-575-0408

208 S. Governors Avenue Dover, DE 19903

302-734-8820

MEDICAL CARE

Health Clinics

The following health clinics accept fees based on your ability to pay, for persons with minimal or no health insurance:

Center of Hope of St. Francis Hospital

523 Capitol Trail Newark, DE 19711
302-369-9370

Claymont Family Health Services

3301 Green Street Claymont, DE 19703
302-798-9755 or 302-798-2430

**Christiana Care Breast Cancer Special
Needs Fund** 302-623-4700**Henrietta Johnson Medical Center**

601 New Castle Avenue Wilmington, DE 19801
302-655-6190
700 Lea Blvd. Wilmington, DE 19803
302-761-4610

Hope Medical Clinic, Dover, DE
302-735-7551**Mammography of Delaware**

800-654-0606
Call to schedule an appointment or to check the van schedule.

Delaware Mobile Dentistry (Kent County)

Delaware Mobile Dentistry offers general dental care to residents of nursing homes, retirement communities and rehabilitation facilities in Southern Delaware. They are accessible to persons using a wheelchair. If you live near Dover, they may be able to call on you at home. Charges are comparable to services in a dentist's private office.

Dr. Terry A. Bryan, D. M. D. 189 South Fairfield Drive
Dover, DE 19901
302-698-9901

Delaware Tech Dental Clinic

2nd & Shipley Sts., Wilmington, DE. 19801
302-571-5364

Wilmington Hospital Health Department

501 West 14th Street Wilmington, DE 19801
302-428-6436

HOSPITALS

New Castle County

Christiana Care

Christiana Hospital
4755 Stanton Ogletown Road
Newark, DE 19713
302-733-1000

Wilmington Hospital
501 W. 14th Street
Wilmington, DE 19802
302-428-2229

duPont Hospital for Children

P. O. Box 269
Wilmington, DE 19899
302-651-4000

MeadowWood Behavioral Health System

575 S. Dupont Highway
New Castle, DE 19720
302-328-3330

Rockford Center

100 Rockford Dr.
Newark, DE 19713
302-996-5480

St. Francis Hospital

7th & Clayton Sts.
P. O. Box 2500
Wilmington, DE 19805
302-421-4100
302-421-4337 (TDD)

Veterans Administration Medical Center

1601 Kirkwood Hwy.
Wilmington, DE 19805
302-994-2511

Kent County

Bayhealth at Kent General Hospital

640 S. State St.
Dover, DE 19901
302-674-4700

Sussex County

Bayhealth at Milford Memorial Hospital

P. O. Box 199
21 W. Clarke Ave.
Milford, DE 19963
302-422-3311

Beebe Medical Center

424 Savannah Rd.
Lewes, DE 19958
302-645-3300

Nanticoke Memorial Hospital

801 Middleford Rd.
Seaford, DE 19973
302-629-6611

ASSISTIVE TECHNOLOGY

Possible sources of used/new equipment: Agencies are listed in the Yellow Pages under Medical Equipment and Supplies and Wheelchair Lifts and Ramps. They may also be listed in the classified section of your local newspaper. Also, contact local service organizations, such as Lions Clubs, Rotary Clubs, and Kiwanis Clubs. Telephone Pioneers, Elks Clubs, Shriners, as they may maintain a closet of used equipment or help in the purchase of new equipment. The following may be contacted as well:

DE Maryland Paralyzed Vets	302-368-4898
UCP	302-764-2400
MS Society	302-655-5610

****Adaptive Equipment:** Any device that increases, maintains, or improves the functional capabilities of persons with disabilities. It may include, but is not limited to, communication aids, computer access aids, daily living aids, education and learning aids, environmental aids, ergonomic equipment, hearing and listening aids, mobility and transportation aids, prosthetics and orthotics, recreation and leisure aids, seating and positioning aids, reading and vision aids.

All the major car companies (Ford, GM, Saturn, Volkswagen, etc) may offer rebates to add lifts, ramps, and hand controls to a purchased vehicle.

COMMUNITY AGENCIES / ASSOCIATIONS

American Association of Retired Persons (AARP) 302-571-8791
Statewide 1-800-424-3410

American Cancer Society
1-800-ACS-2345
1-800-232-5470 (Speech impaired)
1-800-232-5460 (Hearing impaired)

New Castle County
92 Read's Way, Suite 205
New Castle, DE 19720
302-324-4227

Kent County
707 Walker Road
Dover, DE 19904
734-7431 or
1-800-304-0779

American Diabetes Association, Delaware Affiliate
100 W. 10th Street,
Suite 1002
Wilmington, DE 19801
302-656-0030

American Heart Association
New Castle County
1096 Old Churchman's Rd.
Newark, DE 19713-2137
302-633-0200

Kent County
625 S. State Street,
Dover, DE 19903
302-734-9321
Fax 302-734-5571

Sussex County
Georgetown Professional Park
Suite 201A, 600 Dupont Highway
Georgetown, DE 19947
302- 856-7386
Fax 856-7387

American Liver Foundation
1-800-223-0179

American Lung Association of Delaware
1021 Gilpin Avenue,
Suite 202
Wilmington, DE 19806
302-655-7258

AIDS Delaware	302-652-6776
Alliance for the Mentally Ill in Delaware (AMID)	302-427-0787
Alzheimer’s Association of Delaware	302-633-4420
or	800-272-3900
Arthritis Foundation	800-283-7800

CAREGIVER SUPPORT GROUPS

Caregiver Support Groups for persons caring for elderly relatives	737-2336 or 764-7545 or 478-2575 (for three different support groups)
Compassionate Friends	302-376-0300 or 302-734-9422 or 302-645-2168
Compassionate Care Hospice	1-800-219-0092
Delaware Hospice	1-800-838-9800
Epilepsy Foundation	302-999-9313
“Going On After Loss” grief support	302-478-7100
HIV Support Groups	302-652-6776
(Call for a copy of the HIV AIDS Resource Guide)	
“Life Times” (Senior peer sharing program offering discussion groups in several locations)	302-575-0250 or 302-652-3737
Lupus Foundation	302-622-8700
Mental Health Mutual Help Support Groups	302-654-6833 or 1-800-287-6423
Multiple Sclerosis Society	302-655-5610 or 1-800-FIGHT MS
“Pathways Through Grief” grief support	302-368-5738
Parkinson’s Support Group	302-998-4098 or 302-764-6172
.....	or 302- 999-9313
Stroke Support Group	302-731-4421

VIP's (Visually Impaired Persons) Support Group 302-995-7001

Wellness Community

(To help people with cancer and their families fight for their recovery with free
Psychosocial support to complement conventional medical treatment)

..... 302-995-2850

“You Are Not Alone” grief support 302- 655-9624

Meals-on-Wheels 1-800-62-MEALS

Delaware Association Of Homes & Services For The Aging

103 Dewalt Road, Newark, DE 19711 302-454-7715

Delaware Association Of Programs For The Aging (Dapa)

107 E. 14th Street, Wilmington, DE 19801 302-652-6219

Delaware Epilepsy Association

240 N.James Street, Wilmington, DE 19804 302- 999-9313

Delaware Interfaith Coalition On Aging (Dica)

11 Springwater Way, Newark, DE 19711 302-731-5636

Delaware -Maryland Paralyzed Veterans Association

28 Peddler's Row, Peddler's Village, Christiana, DE 19702 302-368-4898

Toll free 1-800-786-2039

Delaware Retired Workers, UAW

1005 North Point Blvd., Suite 701, Baltimore, MD 21224 1-410-284-1500

Delaware Senior Olympics

1121 Forrest Avenue, Dover, DE 19904 302-736-5698 or 1-888-881-6128

Disabled American Veterans, Department Of Veterans Affairs

1601 Kirkwood Highway, Wilmington, DE 19805 302-994-2511

..... 1-800-827-1000

Wilmington Vet Center 302-994-1660

Women Vets Health Clinic 302-633-5500

Grandparent Resource Center

Wilmington Senior Center

1901 N. Market St.

Wilmington, DE 19801 302-651-3420

Kimmel/Spiller Jewish Healing Center

101 Garden of Eden Rd.

Wilmington, DE 19803 302- 478-9411

Leukemia And Lymphoma Society Of Delaware

100 W. 10th St.

Wilmington, DE 19801 302-661-7300

Mancus Foundation, New Castle County

29th & Jessup Sts.

Wilmington, DE 19802 302-652-7187

Multiple Sclerosis Society

New Castle County

2 Mill Rd., Suite 106

Wilmington, DE 19806 302-655-5610

Kent/ Sussex Counties

PNC Bank Building

3-5 The Plaza, Suite 212

Dover, DE 19901 302-734-4318, 1-800-FIGHT MS

National Cancer Institute Cancer Information Service 1-800-4-CANCER**National Eye Care Project**

..... 1-800-222-EYES (eye care for low-income senior citizens)

..... 1-800-391-EYES (info. and referral for people at risk for glaucoma)

National Family Caregivers Association

10400 Connecticut Avenue, Suite 500

Kensington, MD 20895 1- 800-896-3650

Delaware Kidney Foundation 1-888-888-1817**Service Corps Of Retired Executives (SCORE)**

824 Market Street, Suite 610

Wilmington, DE 19801 302-573-6552

Self-Help For The Hard Of Hearing Of Delaware, Inc. 302-656-4882 or 1-888-280-3330
..... 302-656-4885 (TTY)

The Lighthouse, Inc. (for persons with visual problems)
111 East 59 th St.,
New York, NY 10022 1-800-334-5497

SOCIAL SECURITY

The Social Security Administration manages the Social Security and SSI programs. Eligibility and benefits for Social Security depend upon one's employment history. Benefits are also payable to spouses, widow/ widowers, and minor or disabled children of retired, disabled, or deceased workers.

The Federal guaranteed income program for the elderly, blind and disabled, Supplemental Security Income provides a guaranteed minimum income for individuals whose incomes are below a certain level.

The Social Security Administration also processes applications for Medicare, and forwards applications for Medicaid to appropriate agencies. For more information about Medicare and Medicaid please refer to the Medicare and Medicaid chapters of this guide.

For more information, call:

Wilmington/New Castle County

New Castle Corporate Commons
92 Reads Way, Suite 200
New Castle, DE 19720 302-323-0304
Toll Free 1-800-772-1213

Kent County

300 S. New Street, Room 1003
Dover, DE 19904. 302-674-5162
Toll Free 1-800-772-1213
TTY 302-736-3688

Sussex County

Georgetown Professional Park
600 N. Dupont Highway, Suite 202
Georgetown, DE 19947. 302-856-9620
Toll Free 1-800-772-1213

TRANSPORTATION

AMTRAK

Amtrak provides rail passenger services to destinations throughout the United States. Approximately seventy Amtrak trains per day stop in Wilmington Station. The station can be reached from New Castle County, Dover, Smyrna, and many other locations by the statewide transit services known as DART First State. Discounted fares are available for senior citizens.

For information on Amtrak trains and connections, call:

AMTRAK 1-800-USA-RAIL

CHEER Transportation (Sussex County)

CHEER Transportation provides transportation to and from nutrition sites and the Bridgeville Senior Center. Services also include transportation for weekly shopping, recreational activities and some medical facilities.

CHEER Transportation can also arrange for transportation to medical appointments.

CHEER Transportation 302-856-4909/ 5187/ 5641

DART First State

DART First State is the statewide transit service of the Delaware Transit Corporation (DTC), a subsidiary of the Delaware Department of Transportation, which provides both fixed route and intercounty bus service, as well as a **paratransit** bus service, throughout the State of Delaware.

Fixed Route Service

DART First State provides fixed route services in both New Castle County and in the greater Dover area. A seasonal fixed route service is provided in the Rehoboth, Lewes and Dewey Beach area. DART First State also provides a free shuttle which loops downtown Wilmington.

Intercounty Bus Service

DART First State's inter-county bus service provides transportation to, from, and within all 3 counties in Delaware. Its routes operate between Wilmington, Dover, and Rehoboth Beach and Newark, Dover, and Rehoboth Beach with several stops in between.

DART First State offers reduced fares for both fixed route and inter-county service to senior citizens and persons with disabilities. Seniors are required to show a Medicare card when boarding the bus. Persons with disabilities must apply to be certified as being eligible for the reduced fare program. Once certified, a reduced fare identification card will be issued which must be presented when paying a reduced fare. Cash fares are accepted at the time of boarding; however, a discounted reduced fare card may be purchased in advance at any of our DTC sales outlet. Please call the number below for a list of locations.

Statewide Transit Information 1-800-652-DART
 If calling within New Castle County302-652-DART
 TTY.....1-800-252-1600

Paratransit Service

DART First State also includes a paratransit service, which provides door-to-door transportation for eligible disabled individuals and senior citizens. This service operates statewide Monday through Saturday service. Reservations must be made 24 hours in advance. After 1: 00 pm, reservations for the following day will not be accepted unless the traveler is determined to be eligible under the Americans with Disabilities Act (ADA). ADA eligible persons may make reservations up to 4: 30 pm for service the following day.

Paratransit Reservations

Information 1-800-553-DART
TTY 1-800-252-1600
Customer Service 1-800-355-8080

FISH of Northern Delaware

FISH, a volunteer organization, provides transportation to appointments for ambulatory individuals north of the C& D Canal when all other potential means of transportation have been exhausted and, as volunteers are available. This is not an emergency service. Notify FISH one week in advance of the appointment.

For more information, call: **FISH of Northern Delaware..**302-658-2954

Generations Home Care (New Castle and Sussex Counties)

Medical transport is provided to and from medical treatment for ambulatory persons.
 48-hour notice is required. Fee-for-service or Medicaid.

New Castle County.302-658-6731
 Sussex County...302-856-7774

Other Transportation Providers (these agencies charge a fee to provide transportation)

AD Transportation.302-777-4277

Care First 302-832-2100
 Easter Seals 302-324-4444 or 678-3353 or 934-9801
 Matthew Smith Medical Transportation 302-734-5216
 MOT Senior Center 302-378-4758
 Muni 1-800-966-6864
 Preferred Transport 302-323-0828
 Prime Care Transportation 302-422-0900 or
 1-888-873-0900
 Yellow Cab 302-658-4321

Accessible Van Rental

To rent a wheelchair accessible vehicle by the day or week, call:

Accessible Vans of America 1-888-AVA-VANS
Wheelchair Getaways 1-800-642-2042
Wheelers 1-800-456-1371

Red Cross Transportation

Red Cross volunteers provide transportation in Red Cross-owned vehicles to medical/ health appointments for ambulatory older persons in cases where no other means of transportation can be found. Appointments must be made through a doctor, nurse, medical clinic or community agency. For information, call:

Wilmington/ New Castle County

100 W. 10 th Street
Wilmington, DE 19801 302-656-6620

Kent/ Sussex County

1973 Bay Road,
Milford, DE 19963 302-335-5031

SCAT (Senior Citizen Affordable Taxi) Sponsored by the State of Delaware's Department of Transportation, SCAT provides half-price taxi service for persons aged 60 and over and qualified disabled persons. The service is offered seven days a week, including holidays.

SCAT ticket books contain \$10.00 worth of tickets and may be purchased for \$5.00 at locations throughout the State.

For an application, call 1-800-355-8080:
DART First State 1-800-652-DART
If calling within New Castle County 302-652-DART

SEPTA

SEPTA commuter trains run from Newark, Churchman's Crossing and Wilmington to Delaware County, Pennsylvania, Philadelphia International Airport and Center City with connections to SEPTA trains and transit routes serving the entire Philadelphia metropolitan region. Convenient, economical connections to New York City via New Jersey Transit are also available. Wilmington Station can be reached from New Castle County, Dover, Smyrna, and many other locations by the statewide transit services known as DART First State. SEPTA offers discount for senior citizens over age 65. For information on SEPTA and Blue Diamond routes and schedules call:

SEPTA 1-215-580-7800
TTY 1-215-580-7853

DART First State 1-800-652-DART

UNI-CITY — Newark Area

Uni-City is a transportation service that operates in the University/ Newark area. Buses operate along 3 loops. There is no charge for the service. Handicapped accessible buses available. For more information call:

UNI-CITY 302-831-1187

WHEELS Program

New Castle County Only (outside City of Wilmington)

WHEELS offers transportation to health care appointments for persons over 60 years of age who live within New Castle County, but outside the City limits of Wilmington. In order to qualify, participants must have no other means of transportation to get to physicians, clinics, or other health care facilities throughout New Castle County. Please call at least one week in advance of your medical appointment.

WHEELS 302-395-5660

Utilities

See your area's telephone/yellow book for the desired number(s) to contact or discuss with your case worker/transition specialist.

Civil Rights

An overview of Federal laws written to protect the Civil Rights of people with disabilities.

- this section reprinted with permission from
"Making Choices for Independent Living."

Americans with Disabilities Act - ADA

Title I: Employment

- Employers with 15 or more employees must provide qualified individuals with disabilities an equal opportunity.
- Employers may not ask restricted questions about an applicant's disability before a job offer is made.
- Employers are required to make reasonable accommodations for the otherwise qualified individuals with disabilities.
- Complaints:
 - Must be filed with the U.S. Equal Employment Opportunity Commission (EEOC) within 180 days of the date of discrimination
 - 300 days if the charge is filed with a designated state or local fair employment practice agency

- Individual may not file a lawsuit until a “right-to-sue” letter is received from the EEOC

*** EEOC field office**

Voice: 1-800-669-4000

TTY: 1-800-669-6820

Web: www.eeoc.gov

*** Publications & Information**

Voice: 1-800-669-3362

TTY: 1-800-800-3302

Title II: State and Local Government Activities

- Requires that state and local governments give people with disabilities an equal opportunity to benefit from all of their programs, services, and activities (i.e. Public education, employment, transportation, recreation, health care, social services, courts, voting, and town meetings).
- They are required to follow specific architectural standards in new construction or alterations of their buildings.
- They must relocate programs or provide access to inaccessible older buildings.
- They must communicate effectively with people who have hearing, vision, or speech disabilities.
- They must make reasonable modifications to policies, practices, and procedures, **UNLESS** they can demonstrate that doing so would fundamentally alter the nature of the service, program, or activity being provided.
- Violations may be filed with the Department of Justice within 180 days of the date of discrimination.
- For more information, contact:
 U.S Department of Justice
 Civil Rights Division
 Disability Rights Section - NYAV
 950 Pennsylvania Ave, NW
 Washington, D.C. 20530
 Voice: 1-800-514-0301
 TTY: 1-800-514-0383
 Web: www.ada.gov

Title II: Public Transportation

- Public transportation authorities may not discriminate against people with disabilities in the provision of their services.
- They must comply with requirements for accessibility in newly purchased vehicles, make an effort to purchase or lease accessible used buses, manufacture buses in an accessible manner, and unless an undue burden, provide paratransit where fixed-route buses or rail systems operate.
- Questions and/or Complaints should be referred to:
 Office of Civil Rights
 Federal Transit Administration
 U.S. Department of Transportation
 400 Seventh St, SW, Room 9102

Washington, D.C. 20590

Voice/Relay: 1-888-446-4511

Web: www.fta.dot.gov/office/civ.htm

Title III: Public Accommodations

Public accommodations are private entities who own, lease, lease to, or operate facilities such as restaurants, retail stores, hotels, movie theaters, private schools, convention centers, doctors' offices, homeless shelters, transportation depots, zoos, funeral homes, day care centers, and recreation facilities, including sports stadiums and fitness clubs.

- They must comply with basic nondiscrimination requirements that prohibit exclusion, segregation, and unequal treatment.
- They must comply with specific requirements related to architectural standards for new and altered buildings.
- They must provide reasonable modifications to policies, practices and procedures.
- They must provide effective communication with people with hearing, vision, or speech disabilities.
- They must remove barriers in existing buildings.
- Courses and exam related to professional, educational, or trade-related applications, licensing, certifications, or credentialing must be provided in an accessible place and manner.
- Commercial facilities, such as factories and warehouses, must comply with the ADA's architectural standards for new construction and alterations.
- Violations may be filed with the Department of Justice.

For more information, contact:

U.S Department of Justice, Civil Rights Division

Disability Rights Section - NYAV

950 Pennsylvania Ave, NW

Washington, D.C. 20530

Voice: 1-800-514-0301

TTY: 1-800-514-0383

Web: www.ada.gov

Title IV: Telecommunications Relay Services

- Requires telephone companies to establish interstate and intrastate telecommunications relay services 24 hours per day, 7 days per week.
- Requires closed captioning of federally funded public service announcements.

For more information, contact:

Federal Communications Commission

445 12th St, SW

Washington, D.C. 20554

Voice: 1-888-225-5322

TTY: 1-888-835-5322

Web: www.fcc.gov/egb/dro

Telecommunications Act

- These amendments ensure that people with disabilities will have access to a broad range of products and services, such as telephones, cell phones, pagers, call–waiting, and operator services.

For more information, contact:

Federal Communications Commission

445 12th St, SW

Washington, D.C. 20554

Voice: 1-888-225-5322

TTY: 1-888-835-5322

Web: www.fcc.gov/egb/dro

Air Carrier Access Act

- Prohibits discrimination in air transportation by domestic and foreign carriers against qualified individuals with physical or mental impairments.

For more information or to file a complaint, contact:

Aviation Consumer Protection Division

U.S. Department of Transportation

400 Seventh St, SW

Room 4107, C-75

Washington, D.C. 20590

Voice: 202-366-2220

TTY: 202-366-0511

Web: www.dot.gov/airconsumer

Fair Housing Act

- Prohibits housing discrimination on the basis of race, color, religion, sex, disability, familial status, and national origin.
- Requires owners of housing facilities to make reasonable exceptions in their policies and operations to afford people with disabilities equal housing opportunities.
- Requires landlords to allow tenants with disabilities to make reasonable access-related modifications to their private living space, as well as to common use spaces.
- Requires that new multifamily housing with four or more units be designed and built to allow access for persons with disabilities.

For more information or to file a complaint, contact:

Office of Program Compliance and Disability Rights

Office of Fair Housing and Equal Opportunity

U.S. Department of Housing and Urban Development

451 7th St, SW, Room 5242

Washington, D.C. 20410

Voice: 1-800-669-9777
TTY: 1-800-927-9275
Web: www.hud.gov/offices/fheo/index.cfm

Voting Accessibility For the Elderly and Handicapped Act

- Requires polling places across the United States to be physically accessible to people with disabilities for federal elections.
- Where no accessible location is available, a political subdivision must provide an alternative means of casting a ballot on the day of the election.

For more information, contact:

U.S Department of Justice
Civil Rights Division
950 Pennsylvania Ave, NW
Voting Section – 1800G
Washington, D.C. 20530
Voice / TTY: 1-800-253-3931

National Voter Registration Act

- Requires all offices of state-funded programs that are primarily engaged in providing services to persons with disabilities to provide all programs applicants with voter registration forms, to assist in completing the forms, and to transmit completed forms to the appropriate State official.

For more information, contact:

U.S. Department of Justice
Civil Rights Division
950 Pennsylvania Ave, NW
Voting Section – 1800G
Washington, D.C. 20530
Voice / TTY: 1-800-253-3931
Web: www.usdoj.gov/crt/voting

Civil Rights of Institutionalized Persons Act

- Authorizes the U.S. Attorney General to investigate conditions of institutions such as prisons, jails, pretrial detention centers, juvenile correctional facilities, publicly operated nursing homes, and institutions for people with psychiatric or developmental disabilities.
- Allows the Attorney General to uncover and correct deficiencies that seriously jeopardize the health and safety of residents of institutions.
- Does NOT allow for investigations of isolated incidents.

For more information or to register a complaint, contact:

U.S. Department of Justice
Civil Rights Division
950 Pennsylvania Ave, NW
Special Litigation Section - PHB
Washington, D.C. 20530

Voice / TTY: 202-514-6255

Web: www.usdoj.gov/crt/split

Individuals with Disabilities Education Act

- Requires public schools to make available to all eligible children with disabilities a free appropriate public education in the least restrictive environment appropriate to their individual needs.
- Requires public school systems to develop appropriate Individualized Education Programs (IEP's) for each child.
- Each student's IEP must be developed by a knowledgeable team and must be reviewed, at least, annually.

For more information, contact:

Office of Special Education Programs
Office of Special Education & Rehabilitative Services
U.S. Department of Education
330 C. St, SW, Room 3086
Washington, D.C. 20202

Voice/TTY: 202-205-5507

Web: www.ed.gov/offices/OSERS/OSEP

Rehabilitation Act

- Prohibits discrimination on the basis of disability in programs conducted by Federal agencies, in programs receiving Federal financial assistance, in Federal employment, and in the employment practices of Federal contractors.
 - **Section 501**
 - Requires affirmative action and nondiscrimination in employment by Federal agencies of the executive branch.
 - For more information or to file a complaint, employees should contact their Equal Employment Opportunity Office
 - **Section 503**
 - Requires affirmative action and prohibits employment discrimination by Federal government contractors and subcontractors with contracts of more than \$10,000.

For more information, contact:

Office of Federal Contract Compliance Programs
U.S. Department of Labor

200 Constitution Ave, NW, Room C-3325
Washington, D.C. 200210
Voice/Relay:202-693-0106
Web: www.dol.gov/dol/esa/public/ofcp.org.htm

• **Section 504**

- States that no qualified person with a disability shall be excluded from, denied the benefits of, or be subjected to discrimination under any program or activity that either received Federal assistance or is conducted by any Executive agency of the U.S. Postal Service.

For more information or to file a complaint, contact:

U.S Department of Justice
Civil Rights Division
Disability Rights Section - NYAV
950 Pennsylvania Ave, NW
Washington, D.C. 20530
Voice: 1-800-514-0301
TTY: 1-800-514-0383
Web: www.ada.gov

• **Section 508**

- Establishes requirements for electronic and information technology development, maintained, procured, or used by the Federal government.
- Requires Federal electronic and information technology be accessible to people with disabilities, including employees and members of the public.

For more information, contact:

U.S. General Services Administration
Center for IT Accommodations (CITA)
1800 F. St, NW
Room 1234, MC: MKC
Washington, D.C. 20405
Voice: 202-501-4906
TTY: 202-501-2010
Web: www.itpolicy.gsa.gov/cita

Architectural Barriers Act

- Requires that buildings and facilities that are designed, constructed, or altered with Federal funds, or leased by a Federal agency, comply with Federal standards for physical accessibility.

For more information or to file a complaint, contact:

U.S. Architectural and Transportation

Barriers Compliance Board

1331 F. St, NW, Suite 1000

Washington, D.C. 20004

Voice: 1-800-872-2253

TTY: 1-800-993-2822

Web: www.access-board.gov

For additional information, contact:

Regional Disability and Business

Technical Assistance Centers

Voice/TTY: 1-800-949-4232

Web: www.adata.org

Delaware Passport to Independence

Delaware Passport to Independence (DPI)

Department of Health and Social Services

Division of Services for Aging and Adults with Physical Disabilities

1901. N. Dupont Highway (Main Annex)

New Castle, DE 19720

(voice) 800-223-9074

(fax) 302-255-4445

E-mail: DSAAPDinfo@state.de.us

Web: www.dsaapd.com